OcularIP
ASSURED

Kansas Fiber Network: True performance visibility lands new clients

The customer: Kansas Fiber Network

KsFiberNet

Kansas Fiber Network (also known as KsFiberNet) – owned by 29 independent Kansas telephone companies – has brought worldwide connectivity to rural Kansas communities. They provide wholesale connectivity to statewide services for carriers and enterprise customers such as government, education, and healthcare.

KsFiberNet is the ideal solution for companies that need connectivity to locations throughout Kansas. Since KsFiberNet is an owner/member of Indatel, their footprint extends well beyond Kansas, reaching more than 5,000 communities with over a million lit buildings.

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> "KsFiberNet provides mission critical carrier services so it is imperative that our suppliers meet those criteria. Whether it is deployment support or OcularIP, LBN delivers."
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> – Steven Dorf, President, KsFiber-Net

Enter LB Networks

Initially KsFiberNet hired LB Networks to assist in the build out of their wireless backhaul network which supports multiple tier one and regional wireless carriers. KsFiberNet challenged LB Networks to meet an aggressive 90 sites in 90 days project timeline. The project scope called for the full suite of LB Networks services, including project management, logistics, planning, engineering, technology installation, and turn-up services. In 90 days, LB Networks and KsFiberNet completed 106 sites!

Throughout the process, LB Networks provided KsFiberNet real time project updates through the project and asset tracking portal: Workflow Operations & Optimization Database (WOOD).

A competitive performance portal in the mix

After working with LB Networks, KsFiberNet decided to leverage them for consulting services to help with the support of Carrier Ethernet service. LB Networks brought OcularIP™ to the table, the intuitive monitoring and reporting portal that allowed KsFiberNet to track all aspects of their service performance. Even though KsFiberNet was under contract with a different SLA portal, the more they worked with OcularIP, the more they saw the difference true network visibility could make.

Transitioning to OcularIP: no training needed

Ultimately KsFiberNet made the decision to transition to OcularIP. Although LB Networks offered a migration plan, KsFiberNet declined, saying it wasn't necessary. The portal was so intuitive that their team understood it without additional assistance.

OcularIP uses the same CE2.0 process, terms, and standards that KsFiberNet had already adopted, making the transition seamless and smooth. OcularIP interfaces with all the different technologies in the network to provide extensive reporting and a flexible customer web portal. Plus, OcularIP automatically started collecting data, so KsFiberNet was up and running within hours. The information was auto-populated, eliminating concern about mistakes and saving KsFiberNet weeks of time.

Beyond easy: a portal that delivers

KsFiberNet found that OcularIP was the solution they had been looking for because it offered added value, including the ability to:

- Customize reports on-demand on a per-customer or per-circuit basis
- Provide real-time reports and dashboards for reducing customer support calls

- Showcase performance with real-time dashboards

- Reduce response time with customized alerts

- Provide internal teams with capacity planning and utilization

- Generate SLA compliance reports to ensure they meet all carrier requirements

- Give customers access for improved CEM (Customer Experience Management)

KsFiberNet also appreciates that OcularIP grows with them. There's no long-term contract and they only pay for what they use.

KsFiberNet showcases OcularIP from the monitors at their headquarters and as a marketing tool that helps them land new clients.

LB Networks: the team with a service provider background

KsFiberNet and LB Networks have a true partnership. LB Networks' team has a service provider background – this experience allows them to understand technical, operational, and business issues better than many other organizations.

Make the switch to OcularIP

LB Networks ensures carrier and enterprise customers have every tool available to optimize their networks. OcularIP is the most integrative and affordable monitoring and reporting customer portal solution in the industry. OcularIP delivers improved service delivery, reduced operating costs, and an enhanced customer experience.

140+ carriers are currently using OcularIP to report TRUE performance and save real money: $356 per circuit per year on average!

Start a free trial today

See how OcularIP helps you prove and improve your service, reduce costs, and win new customers – all for a remarkable ROI and with no long-term contracts.

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